



HEADQUARTERS INFORMATION TECHNOLOGY SUPPORT SERVICES (HITSS)

INDUSTRY DAY

NASA HEADQUARTERS (HQ)
January 21, 2011



Safety Information

- Should a building evacuation occur, please observe **EXIT** signs and the evacuation instructions at each of the exits
- If you are not located on the ground level, use stairwells and not elevators while evacuating



Welcome

Woodrow Whitlow
Associate Administrator,
Mission Support Directorate



General Information

- Today's proceedings are being recorded and will be made available for viewing
- Restaurant, convenience store, and sandwich shop are located at east (far) end of the building on the ground level
- Restrooms are available just outside the auditorium on the right (and around the corner from the Glennan overflow room for those located there)
- Wireless network access is available by connecting to "NASA Guest Use Only," launching your browser, and entering "NASA HITSS" as both user ID and password
- Questions may be submitted during the presentations to the following email address: hitss-questions@hq.nasa.gov
- Email is the preferred method for submitting questions; 3x5 cards will also be provided if there is an objection to submitting questions electronically



Disclaimer

In the event of any inconsistency between data provided in these charts and the Final Request for Proposal (RFP), the language in the Final RFP, including any amendments, will govern.



Agenda

Time	Topic	Presenter
9:00-9:10	Welcome	Woodrow Whitlow
9:10-9:15	General Information	Mark Walther
9:15-9:45	Introduction	Kelly Carter
9:45-10:15	Procurement Overview	Ricarda Mason
10:15-10:45	Technical Overview	Mark Walther
10:45-11:00	Break	
11:00-12:00	Technical Overview Continued	Dennis Groth Andrew Schain
12:00-12:30	Technical Overview Continued	Joan Verbeck
12:30-3:00	Lunch and Headquarters Tours	ITCD Staff
3:00-4:00	Responses to Questions	HITSS Panel
4:00	Adjourn	



Introduction

Kelly Carter



Purpose of Industry Day

- Provide insight into Government's requirements
- Provide clarification of draft RFP elements
- Provide access to Headquarters' facility and Government team
- Provide opportunities for teaming
- Answer questions
- Enable best scenario for providing feedback



NASA Vision and Mission

- NASA Vision: NASA leads scientific and technological advances in aeronautics and space for a Nation on the frontier of discovery
- NASA Mission: Drive advances in science, technology, and exploration to enhance knowledge, education, innovation, economic vitality, and stewardship of the Earth

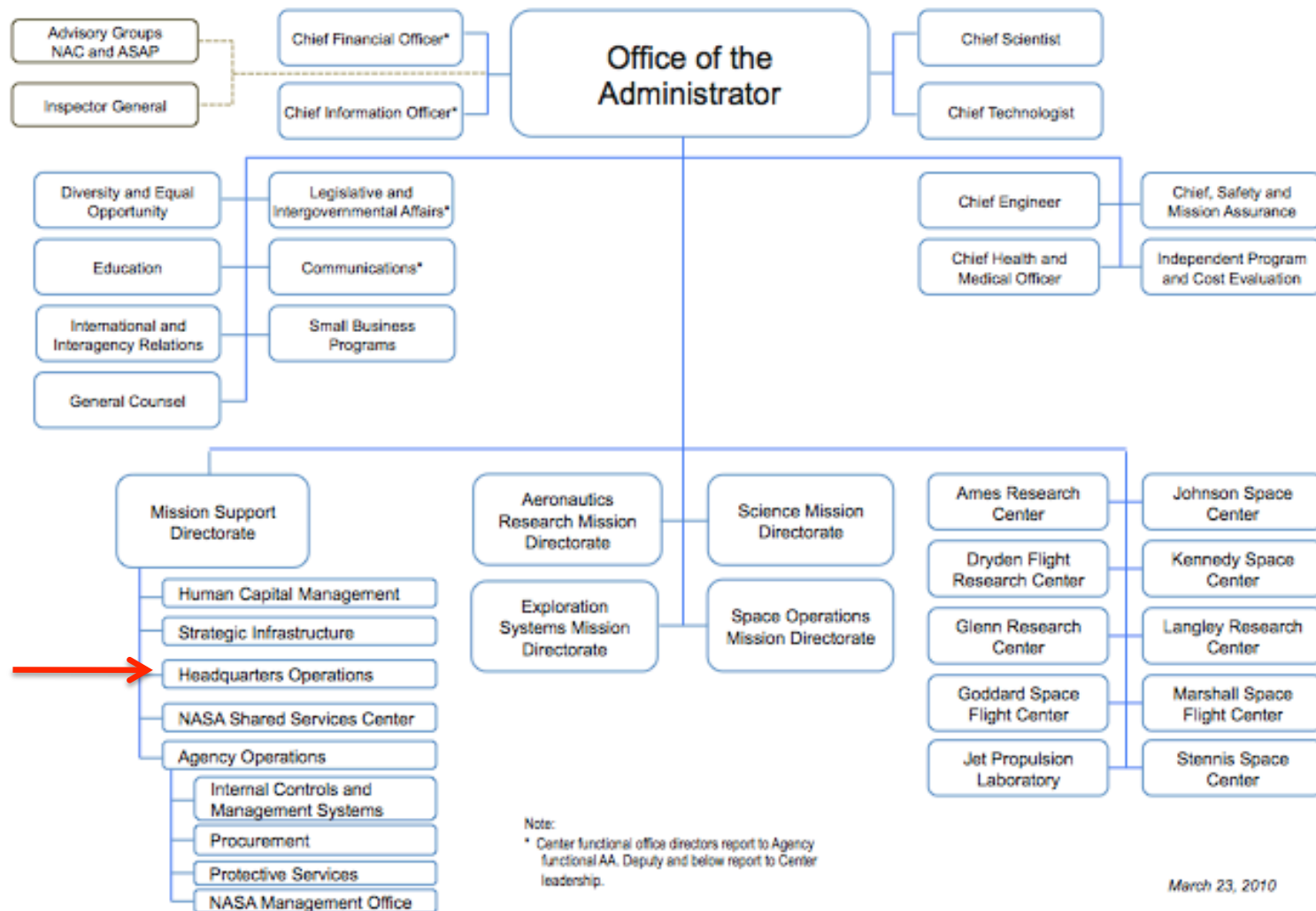


NASA Headquarters Overview

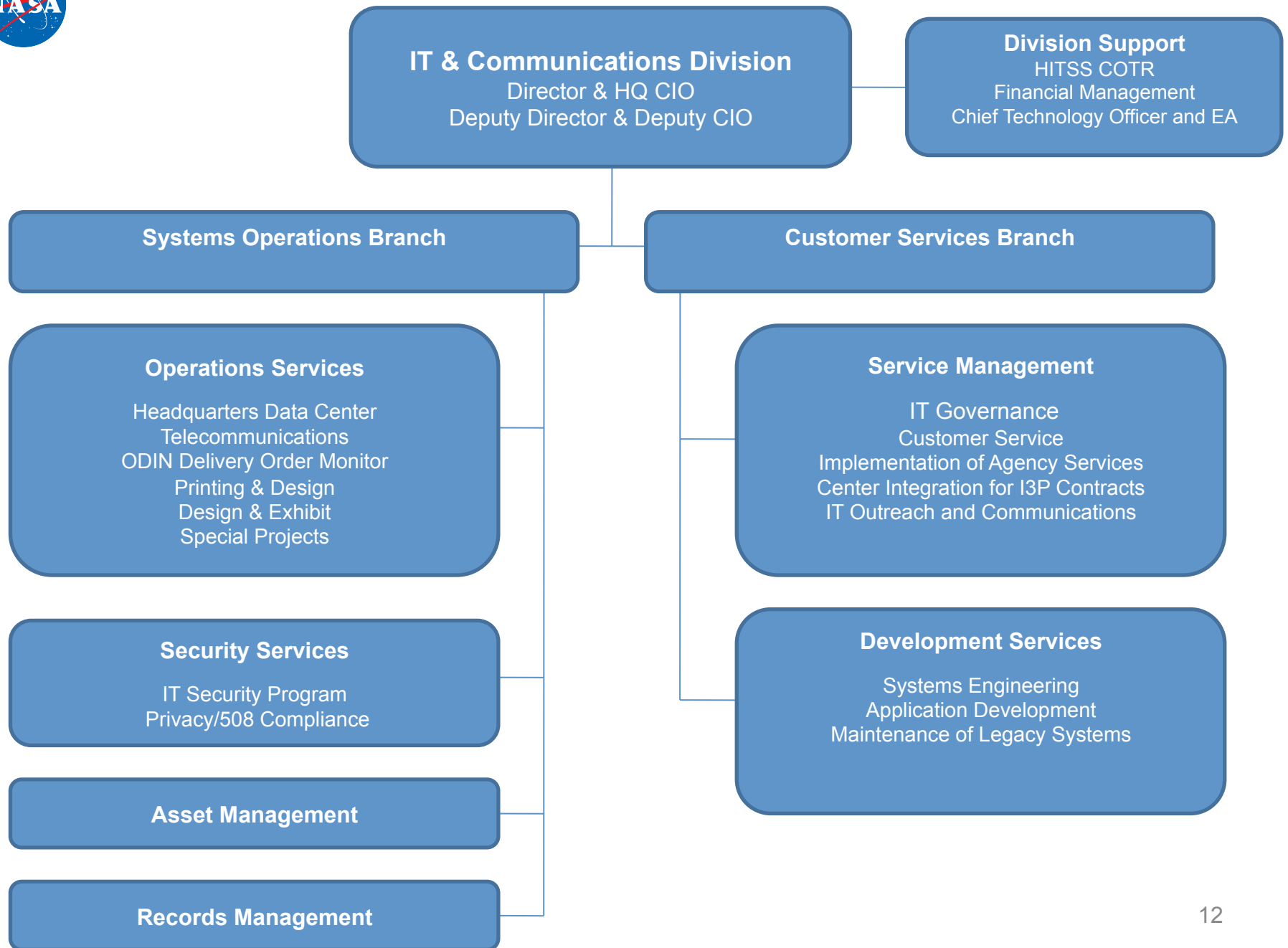
- NASA Headquarters has ~1800 employees on 10 floors, including the Concourse level
- The mission of NASA Headquarters is to provide overall guidance and direction to the Agency
- Headquarters consists of ~30 organizations including Mission Directorates, Mission Support Offices, and Administrator's Staff Offices



National Aeronautics and Space Administration



HITSS Industry Day, NASA Headquarters,
January 21, 2011





Goals of HITSS Contract

- Support ITCD in providing quality IT services that enable the mission of our Headquarters customers
- Increase efficiencies and realize cost savings while providing reliable and robust IT services to the Headquarters community



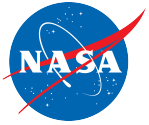
Relationship to Office of the CIO

- ITCD's goals and objectives are closely aligned with the OCIO's
- Center CIOs report to NASA CIO and are part of the CIO leadership team
- Lead and participate in Agency teams
- Plan and deploy Agency services and initiatives
- HITSS contract supports OCIO



I³P Contracts

- ACES (Agency Consolidated End-user Services) – includes desktops, laptops, cell phones, other mobile seats, email and calendaring
- NICS (NASA Integrated Communications Services) – includes data, voice, video, LAN and WAN services
- WEST (Web Enterprise Service Technologies) – includes public-facing website hosting and applications
- EAST (Enterprise Applications Service Technologies) – includes enterprise applications and Agency collaboration services
- NEDC (NASA Enterprise Data Center) – include application/data hosting and housing



Other Interface Requirements

- Agency
 - ITCD currently uses the ODIN Help Desk for all NASA HQ IT service requests
 - Calls are triaged over to ITCD HITSS staff when determined not to be ODIN related service issues
 - NASA's new Enterprise Service Desk (ESD) goes live on June 1, 2011, at which point transitions will begin from the ODIN Help Desk to the ESD
- Headquarters
 - Customer Service Support Center (CSSC) – provides printing, graphics, design and duplicating support to HQ customers through contract with Media Fusion
 - Other contracts for facilities, security, and NASA TV



Government's Approach

- Build a performance work statement that defines the Government's requirements for IT services at Headquarters
 - Given external direction and internal priorities
 - Contractor is a partner in planning the future state
- Determine whether procurement is appropriate for a set-aside
- Provide as much access to information and personnel as possible
- Structure the solicitation to give offerors the best chance to demonstrate their capabilities



Key Features of the Draft RFP

- Cost Plus Incentive Fee (CPIF) contract
 - Incentivize performance with less administrative burden than required for CPAF
 - Incentive Fee Plan – looking for feedback on structure and performance requirements
- Technical Proposal Instructions for Mission Suitability
 - Not requiring offerors to address all elements of PWS
 - Providing areas of emphasis instead
 - Requesting feedback on approach and content



Key Features of the Draft RFP (cont.)

- Combination Written and Oral Proposals for Mission Suitability
 - Technical Approach – written proposals
 - Management Approach – oral proposals
 - Streamlining approach that will allow for shorter written volume and a chance to present management team in person
- Page limitations



Major Challenges

- Headquarters Building Renovation
- I³P Contract Implementation and Integration
- HITSS contract transition
- Budget constraints
- Maintaining excellent customer service



Conclusion

- Looking forward to the opportunities ahead of us
- Pleased to be Headquarters CIO at an exciting time
- Encourage thoughtful review of our draft RFP and welcome your feedback
- Will continue to provide as much insight and transparency as possible



Procurement Overview

Ricarda Mason
Contracting Officer



Procurement Overview

Activities-To-Date

- Request For Information posted on May 7, 2010
- Synopsis posted October 8, 2010
- Established Bidders Library January 14, 2011
- Draft RFP posted January 14, 2011
- Industry Day held January 21, 2011
- Draft RFP comments due January 28, 2011



Procurement Overview

Anticipated Schedule

- Final RFP Release: Early March 2011
- Proposals Due: Final RFP Release + 30 Days
- Selection: October 4, 2011
- Award: October 25, 2011
- Start Phase-In November 1, 2011
- Phase-In complete: November 30, 2011
- Start of HITSS Technical Performance December 1, 2011



Procurement Overview

Web Sites

- All documents related to the HITTS procurement will be attainable through the NAIS HQ Business Opportunities Page at:

<http://prod.nais.nasa.gov/cgi-bin/eps/bizops.cgi?gr=D&pin=04>

- DRFP: NNH11351229R
- The HITSS Bidders Library is located at the following website: <http://hitss-library.hq.nasa.gov/library.html>
- Industry Day charts and questions/answers will be posted on the NAIS HQ Business Opportunities Page
- Check NAIS HQ Business Opportunities Page periodically for updates



Procurement Overview

RFP Information

- Current Contract (InDyne, Inc.)
 - NNH06CC93B
 - Full and Open Competition, CPAF, IDIQ
 - Contract expires 05/31/2011
 - A Contract extension is currently in process
- 30 Day Phase-in Period (separate contract vehicle)
- 8(a) Set-Aside
 - NAICS Code: 541512 (Computer Systems Design Services), Size Standard \$25M
- 1 year base with 4 one-year options
- Cost Plus Incentive Fee core requirement with the ability to issue Indefinite Delivery/Indefinite Quantity (IDIQ) Cost Plus Incentive Fee (CPIF) or Cost plus Fixed Fee (CPFF) task orders



Procurement Overview

Applicable Contract Clauses

- B.3 – [IDIQ] Minimum/Maximum Amount of Supplies or Services (Cost Reimbursement)
- B.7 – [IDIQ] Estimated Cost and Fixed Fee
- B.8 – [Core] Estimated Cost and Incentive Fee
- B.9 – [IDIQ] Estimated Cost and Incentive Fee
- B.11 – Performance Incentive
 - Technical Incentive 70%
 - Cost Incentive 30%



Procurement Overview

Evaluation

- Conducted in accordance with FAR 15.3/ NFS 1815.3 Source Selection Procedures
- Evaluation Factors
 - Mission Suitability (point scored)
 - Cost
 - Past Performance
- Award on initial offers is anticipated, but the Government reserves the right to hold discussions with Offerors



Procurement Overview

Relative Order of Importance of Evaluation Factors

- The Cost Factor is significantly less important than the combined importance of the Mission Suitability Factor and the Past Performance Factor
- As individual factors, the Cost Factor is less important than the Mission Suitability Factor, but more important than the Past Performance Factor



Procurement Overview

Mission Suitability Factor

Points

Subfactor A: Technical Approach	600
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Subfactor B: Management Approach	<u>400</u>
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Total:	1000
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Procurement Overview

Mission Suitability Factor

The Mission Suitability Factor shall be submitted as identified below (See section L of DRFP):

- Written Documents
 - Subfactor A, Technical Approach (including RTO's) – 50 pages
 - Cover Page, Total Compensation Plan, Phase-in Plan, Safety and Health Plan – Excluded from page limitations
 - Deviations/Exceptions – Excluded from page limitations
- Oral Presentation
 - Subfactor B, Management Approach – 3 hours
 - Subfactor B, Management Approach (presentation charts only) – 30 pages



Procurement Overview

Cost Evaluation Factor

The Cost Proposal will be assessed to determine reasonableness and cost realism. The Cost Evaluation will include:

- The Offerors proposed cost of the Core Requirement (Exhibits 1A – 1K)
- The Offerors proposed cost of the RTO's (Exhibits 2A – 2C)
- The Offerors proposed IDIQ rates (Attachment B – IDIQ Rates Matrix)
 - Rates proposed in the above Matrix shall be identical to those identified in the RTO's proposed cost
- FFP Phase-In
 - The proposed phase-in price will be evaluated for reasonableness. A separate contract vehicle will be executed for this phase.
- The total FFP Phase-In price and the proposed and probable Core costs will be presented to the Source Selection Authority

NOTE – The same level of cost/pricing detail requested from the prime must be provided for all significant subcontractors that are expected to exceed 10% of the estimated Core Contract value or \$10M, whichever is less; or 10% of a proposed Representative Task Order (RTO) estimate or \$10M, whichever is less.



Procurement Overview

Past Performance Factor

- The Past Performance factor will evaluate information on the most recent contracts (completed and ongoing) for similar efforts (i.e. similar in size, content, and/or complexity)
- A “recent” contract is a contract that is ongoing or completed less than 3 years prior to the issuance of the RFP. Contracts completed more than 3 years prior to issuance of this RFP will not be considered “recent” and will not be considered or evaluated
- For a prime contractor's contract reference(s) to be considered at least minimally “relevant”, it must meet/exceed an average annual cost/fee incurred of at least \$6M



Procurement Overview

Past Performance Factor

- A significant subcontractor is any proposed subcontractor that is estimated to meet/exceed an average annual cost/fee of 10% of the total proposed Core contract value or 10% of the total value of any proposed RTO
- For significant subcontractor's contract reference(s) to be considered at least minimally “relevant”, it must meet/exceed an average annual cost/fee incurred of at least 10% of that portion of this procurement
- Past Performance Questionnaires (Enclosure 3) shall be submitted to the CO by the proposal due date



Procurement Overview

Industry Feedback

- The government welcomes feedback on all aspects of the DRFP
- The DRFP Cover Letter also notes the following items of interest:
 - Contract Type
 - Incentive Fee Plan
 - Combination of Written and Oral Proposals
 - Performance Work Statement (PWS)
 - Page Limitations
 - Technical Proposal Instructions (regarding areas of emphasis)



Procurement Overview

Miscellaneous

- Check Websites periodically for updates
- Until release of the Final RFP, Offerors may continue to communicate with Government personnel
- Upon release of the Final RFP, all Offerors shall refrain from communicating with Government personnel regarding this acquisition and refer all inquiries for submission to the HITSS Contracting Officer in writing
- Offerors are not prohibited from contacting incumbent personnel but shall refrain from causing disruptions during work hours



Performance Work Statement: Overview, Program Management, Program-wide Services

Mark Walther



PWS Overview

- The PWS represents comprehensive set of requirements including:
 - Program Management
 - Program-wide Services
 - Customer Relationship Management
 - Application Development & Info Management
 - HQ Data Center
 - Systems Engineering and Integration
 - Information Technology Security
 - Other Support Tasks/Non-Core Support



Program Management



Program Management

- Objective: Ensure successful implementation and management of all contract features through:
 - Quality & timely products and services
 - Technical Expertise
 - Leadership
 - Productive Communications (internal and external)
 - Relationship Management
 - Teambuilding (to achieve an Integrated, “Badgeless” Government/Industry team)
 - Corporate Institutional Support (strong reach back to resources for staffing and budgeting)



Contract Transition

- In addition to the contractual 30 day phase-in from the incumbent contractor to the successful offeror, there shall also be a 90 day HITSS transition, to include:
 - Transition Planning, Schedules, and Readiness Reviews
 - Updates to and sign-offs of appropriate MOUs, SLAs, and Task Orders
- Transition objective is to ensure a comprehensive and successful overall transition, characterized by uninterrupted service delivery in all areas and regular communications with customers and stakeholders that ensure a high degree of customer satisfaction



On DEMAnD

- Online Documentation Environment for Metrics, Analysis and Deliverables (On DEMAnD)
 - New capability that will join current aggregated asset information with business, metric and planning data
 - One stop for members of the team to perform analytics
 - Authoritative data source / analytics / planning / reporting
 - Minimize duplication – paper – internal data calls
 - Use the data sources we have and aggregate / integrate them with your business systems
 - Levels of access provides smart reporting to our customers and planning for ourselves



Program Management Reports & Reviews

- All reports, reviews, contract deliverables to be posted in On DEMAnD
- Scheduled Reports/Reviews
 - Daily Tag-Up Reviews
 - Weekly Configuration Control Board
 - Bi-weekly Customer Service Project Review
 - Monthly Program/Contract Status Meeting
- Contractor responsible for meeting execution including all logistics



Additional Program Management Key Elements

- Project and Risk Management processes and procedures consistent with NASA policy (NPR 7120.7 and NPR 8000.4)
- Integrated Master Schedule
 - Resource loaded as appropriate with project dependencies
 - Calibrated with both internal NASA HQ IT Projects and Agency-wide IT Projects
- Quality Assurance Processes
- Logistics and Property Management
- Contractor Training
 - Contractor responsible unless directed by Government



Program-wide Services



Program-wide Services

- Objective: Provide program-wide services that demonstrate exceptional support not only for each functional element of the PWS but also support activities that traverse all functional areas



Enterprise Architecture

- Guides and plans; influences more than drives; understands the trade-space to ensure alignment between and among Federal Government mandates, NASA IT strategies, and organizational affordability and capacity
- Planning the HQ EA program
 - Targets the HQ mission, part of the Agency EA community
- Agency Participation
 - Understands Agency strategies and provides implementation approaches to HQ CIO
 - Reviews and provides inputs to Agency CIO and Field Center CIO's
 - Leads in areas assigned to HQ



Service Level Agreements

- The Contractor shall develop SLAs as necessary with other Contractors (e.g., I³P Contractors and other HQ Contractors) to ensure clarity regarding availability, responsiveness, functionality and return to service
- To provide transparency to NASA customers and providers, SLAs shall be in a consistent format, be published and available



Problem/Incident Management

- Strives to prevent problems and resulting incidents from occurring
- Problem Management represents a holistic analysis of the lifecycle of all service problems; Incident Management addresses unplanned interruption or degradation of current services and the timeliness of their return to operations
- Utilization of a work management tracking system is essential to ensure effective Problem/Incident Management
- Metrics address Prime Time and non-Prime Time service restorations associated with passwords, application service outages, and server hardware and software



Configuration Management

- Strategic Objective: An organization that adheres to and effectively re-utilizes configuration management processes; Maintains a system or systems containing CM documentation and service configuration information essential to managing system and services changes at minimum risk to systems and services
- The Knows:
 - Know What We Have
 - Know What It Means
 - Know How It Relates
 - Know Where We Are Going



Configuration Management (cont.)

CM IT Governance for NASA HQ is well established:

- Configuration Control Board (CCB)
 - Reviews and approves projects, schedules, resources, and deliverables
 - Chaired by the ITCD Systems Operations Branch Chief
 - Includes representation from all functional areas (Civil Servant and Contractor)
- Change Request (CR)
 - Reviews and approves changes to existing production systems and services
 - Includes representation from all functional areas (Civil Servant and Contractor)
 - CR approval/disposition by the Headquarters CCB Chair
 - Significant changes require Headquarters CIO approval



Configuration Management (cont.)

CM Systems and Tools for NASA HQ are well established:

- Integrated Work Management System (IWMS)
 - Service Request system (Service Ordering)
 - CCB module to document and manage CCB project reviews and disposition
 - Approved milestone and schedule management
- Repository Of Supported Applications (ROSA)
 - Maintain system and service configuration information and deliverables
 - Maintain project documentation
 - Maintain application specific information and artifacts
 - Utilized to produce the Catalog Of Supported Applications (COSA)
- Subversion/Trac Application Code Library (STACR)
 - Application code library and version control



Configuration Management (cont.)

- Standard Operating Procedures Repository (SOPR)
 - Maintain all standard operating processes and procedures
 - Maintain baseline versions of CCB, project, system and service life cycle development templates
- Business Impact Analysis for Networked Computer Assets (BIANCA)
 - Maintain/Browse/Query system and service configuration information
 - Applications and software product information
 - Servers and operating system information
 - Network and network system information
 - IT Security reviews
 - Change Request management, and historical reporting/analysis



Configuration Management (cont.)

Workload indicators (12 month period)

- Configuration Control Board
 - Formal meeting at 9am each Wednesday
 - 284 milestone reviews and project rebaselines
 - 144 presented formally
 - 140 through the out of board process
- Change Requests
 - Initiated 213
 - Canceled 8
 - Completed 206
 - Average that are in an in-work state 12
- Standard Operating Procedures
 - Currently 212 maintained
 - Updated and/or augmented as necessary
- Documentation updates (application specific)



ITIL Version 3 Approach

- Ensures full alignment with the NASA CIO strategy for infusing ITIL Version 3 into the NASA IT Operational Model
- Focuses on the Service Management Life Cycle and the integration of IT service processes that combine to more effectively and successfully enable NASA business objectives
- Interfaces to I³P Services and its NSSC I³P Call Center



Safety

- Implement and ensure a well functioning safety, work space, and health program for all areas and activities under the Contractor's purview
- Fully comply with NASA safety standards and reporting requirements
- Conduct regular safety inspections of HQ Data Center, User Resource Center, SE&I Lab, and other Areas



Records Management

- Maintain data qualifying as Federal Records in compliance with Federal and Agency Records Management Statutes, Policies, and Procedures
- NASA HQ maintains ownership rights to all electronic data and supporting documentation created as part of the HITSS contract



Break

15 minutes



Customer Relationship Management

Dennis Groth



Customer Relationship Management

- Objective: Enable HQ employees to conduct their business effectively and efficiently through the use of NASA IT services
- Key program success factors
 - Know our customers, what they do, what they need
 - Establish and maintain good customer relationships
 - Be a customer advocate
 - Establish a defined customer service model
 - Customer communication in many forms
 - Track customer IT projects and incidents



Operational Support

- Customer Consultation
 - Advise, Coordinate, and Assist
- Outreach/Communication
 - Proactive, Direct, and Open
- Training Services
 - Tools and Methods
- Tracking Service Satisfaction Levels
 - Personal Contact, Group Contact, and Surveys
- Facilitation, Coordination, and Reporting
 - On-boarding, Governance boards, Agency working groups, Cross-contract activities
- Evaluating IT Performance for Service Level Improvements



Special Service Support

- URC (User Resource Center)
 - Walk-ins, Demos, Help
- Event support
 - Capitol Hill testimony, Mall events, Red teams
- Web streaming
 - News conferences, public affairs events



Service Requests (SRs)

Current State:

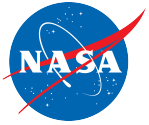
- HQ Integrated Work Management System (IWMS)
 - Service Ordering capability for all HQ IT services
 - Facilitates review and approval of customer generated requests for new services, modifications to services, or studies.
 - Schedule management and reporting
 - Integrated Configuration Control Board module

Service Request Submitted through IWMS 2009 & 2010

IWMS	2009	2010
SR's Submitted	293	279

Future State:

- Enterprise Service Request System (ESRS)
 - When available Service Requests shall be submitted and managed through the Agency ESRS system
 - Initial deployment is focused on the services provided through the I³P contracts



Service Support

Current State:

- HQ currently utilizes the ODIN Help Desk service
 - Accept calls from customers and function as a Tier 1 service
 - Log the customer call into the ODIN Remedy Help Desk ticketing system
 - Transfer the Help Desk ticket ownership to HITSS Dispatch for problem resolution

Help Tickets Transferred to and Worked by HITSS in 2010

Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
557	544	564	658	513	667	491	530	638	583	523	556	6824

Future State:

- HQ will utilize the Agency Enterprise Service Desk
 - Accept calls from customers and function as a Tier 1 service
 - Log the customer call into the ESD Remedy Help Desk ticketing system
 - Transfer the Help Desk ticket ownership to HITSS Dispatch for problem resolution



Catalog Support

- The Contractor shall provide an online catalog service
 - Available on first business day of contract
 - Commercial website with Government pricing (e.g., pcmallgov.com; gtsi.com; cdwg.com, etc.) and shall meet all FAR requirements
- The Government shall approve items and categories of items placed into the catalog

Catalog Requests Submitted 2009 & 2010:

Catalog	2009	2010
PC Mall (HITSS)	647 Orders / 8393 Items Ordered	764 Orders / 2705 Items Ordered



Application Development & Information Management

Andrew Schain



Application Development

- Objectives:
 - Establish a comprehensive information service
 - Refine our portfolio
 - Understand the relationship of customer requirements to their mission and the complimentary attributes of requirements across the customer base
 - Promote reuse of logic, nomenclature, relationships
 - Promote customer-driven analytics by leveraging all of our information assets
 - Modern customer interfaces, mash-up & data exchanges from validated sources
 - Maintain legacy application portfolio
 - Migrate, sustain, archive



Establishing an Application & Information Framework

- Target reuse of sources, entity relations, logic
 - Helps to better refine and trust the quality of results
 - Speeds delivery to the customers
 - No stovepipes
- Phase out point-to-point data exchanges and promote service advertisement
 - Helps data source management, link management, service relationship management
- Extend to naming
 - Helps enrich search and provides a truly robust query service
 - Promotes quality information controls for Program, Center and customer business exchanges or analytics
- Provides the hooks for data and service exchange management
 - Helps metadata management, data model management
 - Provides linkages to monitoring and management controls for capacity planning



Support for Legacy Applications

Legacy Application Maintenance:

- Modernize, sustain, or archive ~200 supported applications and websites
 - Assess which will be consolidated, modernized, or decommissioned
- Regularly update a roadmap detailing plans during the upcoming period and the top five to ten quantifiable objectives expected to be achieved
- Range of HQ customers
 - Finance; Budget; Communication; Human Resources; Asset Management; Administration; and Program Management
- Solution set often limits
 - Customer's ability to ingest new data sources
 - Provider's ability to enhance customer experience or modernize infrastructure



Application Development

- Supported Applications

Custom	COTS	MOTS	GOTS	Web
~120	12	8	20	48

Custom - Applications developed in house

COTS – Commercial off-the-shelf

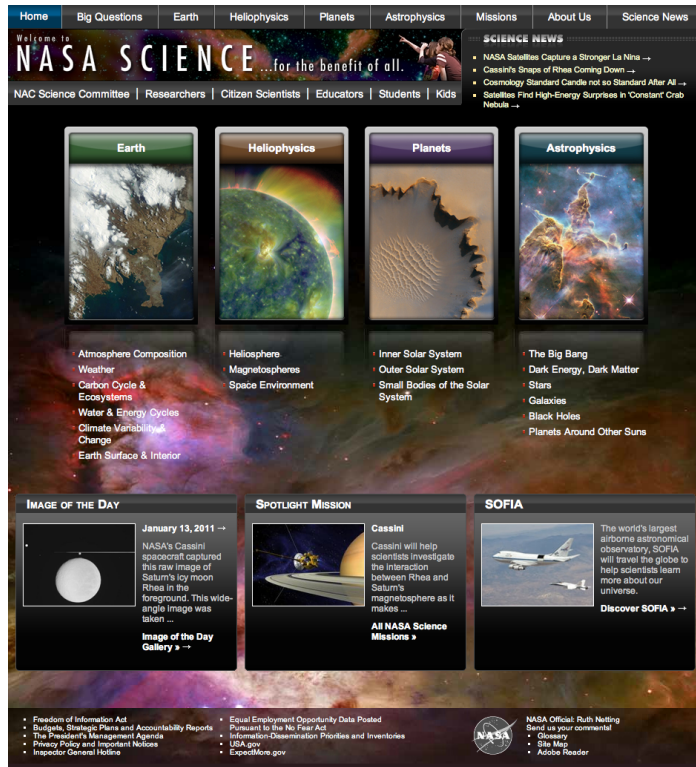
MOTS – Modified off-the-shelf

GOTS – Government off-the-shelf

Websites – Custom designed websites that are accessed by the public and/or Agency-wide



science.nasa.gov



Unique Visitors: 1,776,589 (+94.3%)
Number of Visits: 2,681,717 (+76.6%)
Visits/visitor: 1.5 visits/visitor (-9.6%)
Avg. Visit Length: 3.6 Minutes (-21.7%)
Pages Visited: 11,150,990 (+45.1%) or 4.2 pages/visit
Bandwidth: 2,597.6 GB (+155.5%)

Science and Ciencia are for the public at large (the facts/context behind the news)

Managing the permissions in CMS, e.g. Tony Philips content

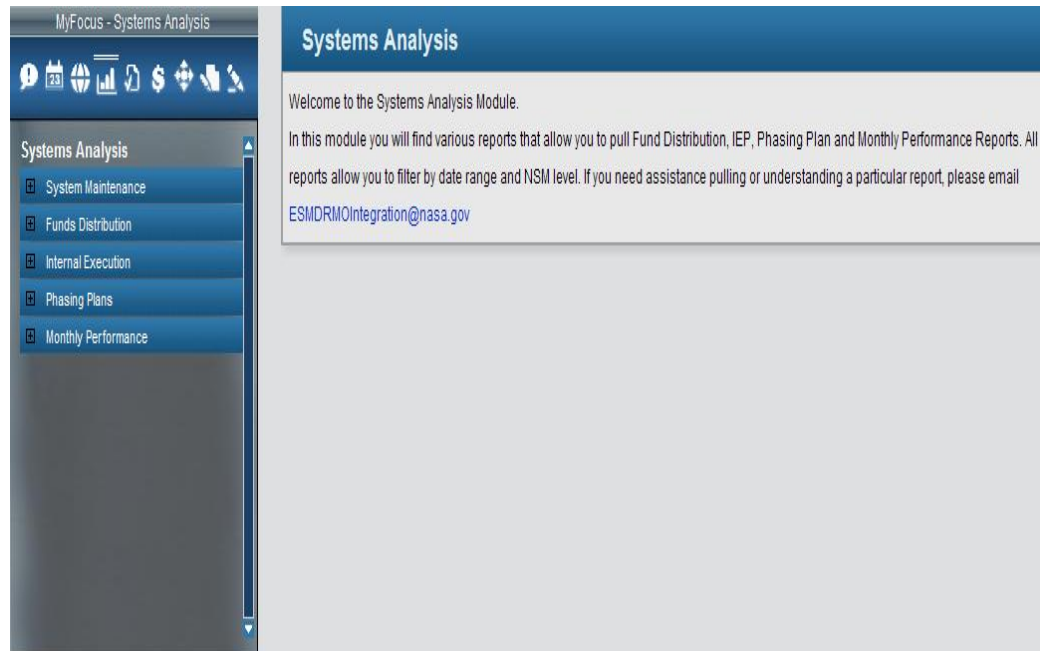
Links to communities (SARA) Service and Advice for Research and Analysis – helps researchers apply for grants, etc
- content updates, RSS

Written in Django
Virtualized externally

Automated (repeatable) deployment tools ("fabric") and automated checkout/build/test/report tools ("hudson")



Financial On-Line Consolidated User System (FOCUS)



FOCUS is an agency-wide funds management application that supports the Exploration Systems Mission Directorate (ESMD) in their business support activities related to phasing plans and guidelines.

Comprised of 9 modules: Systems Analysis, Calendar, Messages, My FOCUS, Variance, Internal Execution Plan, Funds Distribution, Phasing Plan, and Admin.

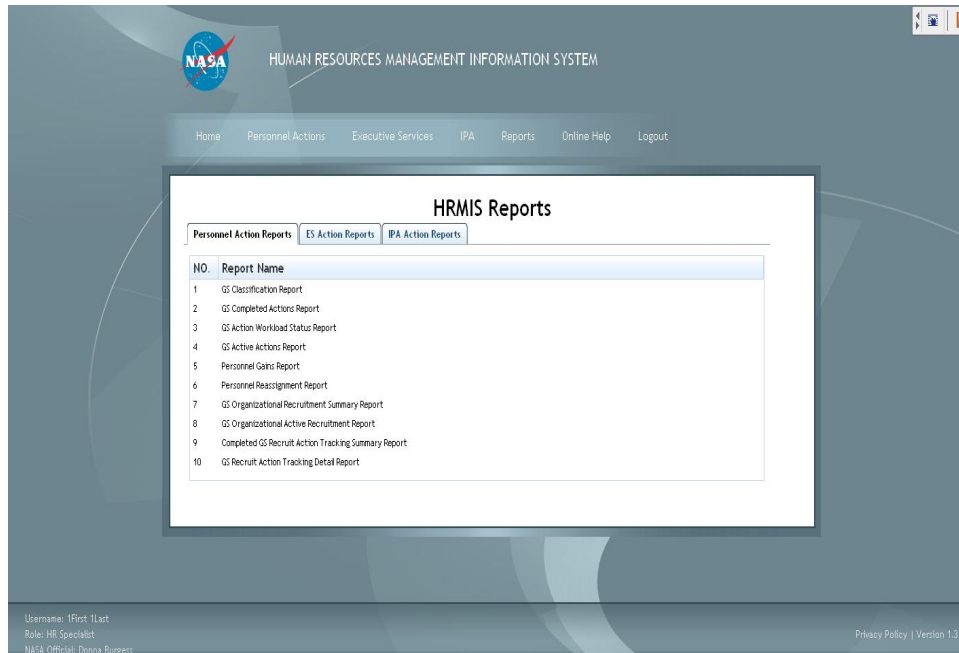
Written in Cold Fusion 9 , Oracle 10g.

Interfaces with HQTS to obtain user information from the NASA Enterprise Directory (NED).

Allows users to import data downloaded from the SAP Business Warehouse and Metadata Manager.



Human Resources Management Information System (HRMIS)



Supports the collection, management and reporting of personnel data for all hiring actions

Aggregates / provides 19 detailed status and metric reports

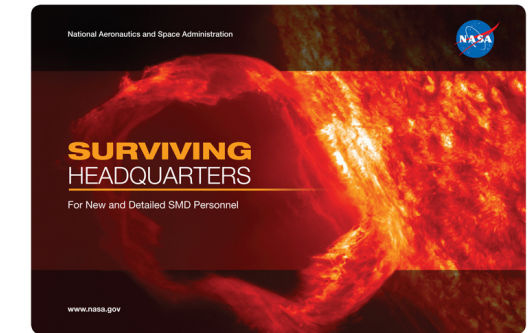
Receives nightly feeds from Federal Personnel Payroll System (FPPS) and Staffing and Recruiting System STARS (STARS)

Written in Cold Fusion 9, Oracle 10g



Multimedia Support

- 24/7 Streaming coverage of NASA TV on nasa.gov
 - Administer 7 video encoding and 2 media distribution servers
 - Support major news events
 - Support press releases, blogs
- Video & photography production and editing
- Website design
 - Expert usability analysis, trending, and testing
 - provides guidance to nasa.gov, Directorates, others
- Social Network expertise
 - Branding / Technology Consulting
 - Launched OCIO & HQ's Facebook page
 - YouTube postings
- Interactive features
 - html-5 & flash
 - tablet & mobile devices



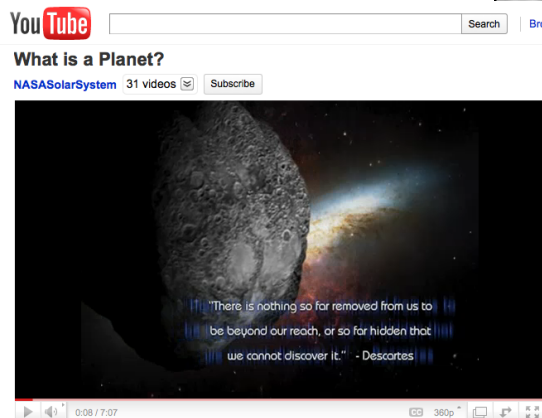
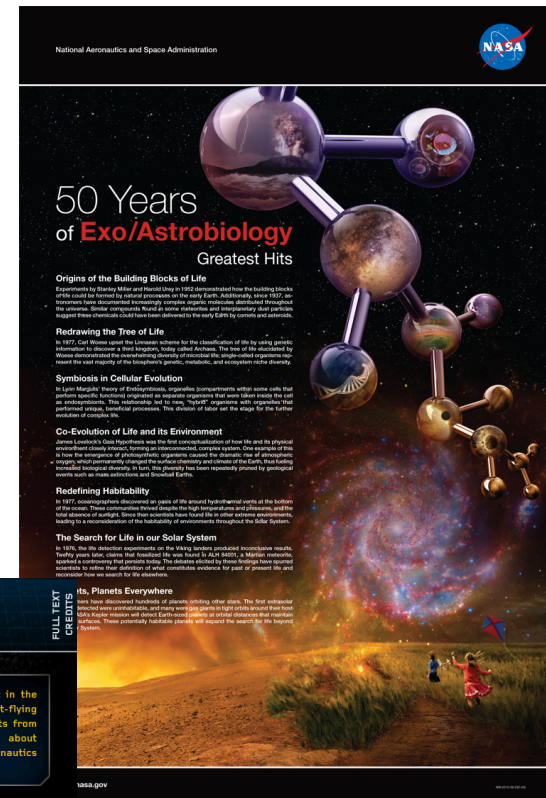
HITSS Industry Day, NASA Headquarters,
January 21, 2011



Multimedia Support

Annual averages

Web Releases	Web Maintenance	Outreach Productions
~20	~1000	~10



Industry Day, NASA HQ, January 21st 2011



Application Development

- Last 6 Month Snapshot

Major Releases – (change to Form Fit or Function)	Incremental Releases (bug fixes, minor enhancements)	New applications/ web (v1.0) deployed in 2010
49	39	7

*As of 1/11/2011 there are currently 24 applications in development



Software Development Processes

NASA HQ is seeking a more streamlined, iterative software development lifecycle which includes

- Shorter lifecycles
- Reduction of design, development, testing, and implementation risks
- Use of prototypes and proofs of concept
- More manageable, efficient verification and validation process



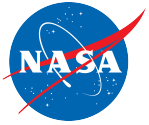
Software Development Processes

- Establish repeatable application and information development processes that
 - Minimize application errors and increase service delivery to the customer
 - Optimizes the collection, documentation, and confirmation processes associated with the requirements phase of development
 - Optimizes analysis, modeling, prototyping, documentation, and confirmation processes
 - Leverages technology for documenting design specifications and facilitating mapping design specifications to requirements and test cases



Quality Assurance and Performance Controls

- Establish quality assurance methodology that
 - Leverages software tools for improved test plan/test case/test procedure development and traceability to requirements and design components (e.g. IBM Rational)
 - Addresses verification and validation of requirements and design specifications
 - Incorporates industry practices and NASA Procedural Requirements
 - Ensures synergy between programmatic and project levels levels for effective corrective action
- Establish a plan for communicating and addressing risks and issues
 - Visibility to quality assurance and performance control deficiencies and resource requirements
 - Improved estimation of development effort



Application & Website Deployment

- Close coordination with Customers, Server Operations, ITS, and CM
 - TRR support
 - Section 508 of the Rehabilitation Act Act (29 U.S.C. 794.d) as amended by the Workforce Investment Act of 1998 (P.L. 105-220)
- Continue Authentication Migration
 - 46 Applications using RSA Tokens
 - ~ 28 “moderate” Applications Migrating to eAuthentication
- Collaborate with NASA I3P Initiative
 - WEST (Web Enterprise Service Technologies)
 - Provides support for public –facing website hosting and applications
 - Working our initial candidate



HQ Data Center

Dennis Groth



HQ Data Center

- Objectives:
 - Provide uninterrupted service of our housed and hosted assets
 - Provide continuity of service with Agency and Center-based data center services
 - Reduce the HQ Data Center's impact on our environment
 - Reduce its size and eventually reduce our dependence on a HQ Data Center



Data Center Operations

- Centralized management of hosted systems and services
 - Operate and maintain all servers, enterprise storage, and subsystems that comprise the HQ service infrastructure
 - System and patch management
 - Maintain all systems at approved patch levels
 - Windows systems are deployed monthly
 - Unix-based systems are deployed quarterly
 - Support for application deployments
 - Provide support for the installation of new or modifications to HQ-based applications and services
 - Application and system modifications deployment windows occur after 6pm on Tuesdays and Thursdays



Data Center Operations

- Centralized management of hosted systems and services (continued)
 - Hardware and software maintenance and upgrade support
 - Administer and maintain hardware and software vendor maintenance agreements
 - Test and deploy system hardware and software upgrades in accordance with HQ change management policies and procedures
 - Troubleshooting and direct customer support for problem resolution
 - Effect system and service repairs
 - Support for application and service debugging
 - Provide direct support to customers to resolve problems
 - Provide planned and unplanned outage notifications
 - Provide and maintain up-to-date operating procedures for all support activities



Data Center Operations

- Support for housed systems and services
 - Housed IT assets are Agency IT resources which provide critical services to the HQ customer community and to the successful operations of the HQ Data Center. Contractor support for these services include:
 - Maintenance and testing of a verified call list and escalation process
 - Coordinating and performing any needed environmental changes
 - Coordinating and executing needed configuration or restoration in conformance with CCB process
 - Co-developing process changes
 - Reporting anomalous conditions
 - Provide and maintain up-to-date operating procedures for all support activities



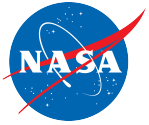
Data Center Operations

- Automated system and service monitoring tool suites
 - Headquarters has deployed and fully utilizes a suite of automated monitoring tools that include:
 - Nagios
 - Solarwinds
 - MRTG
 - Agency IDAMS
 - Agency Patchlink
 - Maintain a continuous monitoring capability that enables ad-hoc views, automated alerting, and analytics of the HQ infrastructure and systems
 - Monitor, install and maintain the performance monitoring and capacity planning
 - Monitor software performance and capacity changes including CPU utilization and memory usage
 - Develop, implement and maintain procedures, and standards to provide effective monitoring, performance tuning, and capacity planning



Data Center Operations

- System upgrade planning and support
 - Manage all systems within approved life cycles and establish life cycle replacement plans for hardware and software
 - Provide a semiannual evaluation of new commercially available equipment for use in the HQ Data Center and provide recommendations to NASA management
 - Conduct analysis and growth projections for all supported systems
 - Bring the Data Center in line with the Federal Green Data Center Initiative
 - Strengthen the health of the data center
 - Eliminate underutilized systems and applications
 - Use industry best practices for data center design and management



Data Center Operations

- Physical access to resources
 - Work closely with HQ Security to ensure HQ Data Center badge reader access is granted to only those that are approved by the ITCD Data Center Manager
 - Ensure compliance with the policies and procedures for HQ Data Center physical security and access are maintained
- Environmental control support
 - Ensure that the environmental conditions of the data center are maintained
 - Coordinate repair and improvement efforts with HQ Facilities as necessary



System Backup Services

- Perform regularly scheduled backups of all servers and data storage devices
 - Nightly incremental and weekly full system backups
 - Adhere to tape backup off site storage requirements and system restoration requirements
 - Coordinate the storage and retrieval of system backup takes from the Iron Mountain off site storage facilities
- Restore systems and customer requested files on an on-demand basis
- Utilize, manage, and maintain the HQ Enterprise Backup service
 - Veritas NetBackup software
 - Tape storage subsystems ADIC scaler i2000 and i500



IT Security Operations

- Operational Support for IT Security
 - Maintain a clear and complete understanding of all internal network protocols used and associated with internal-to-internal and internal-to-external sources or destinations
 - Maintain an escalation and analysis call list for all points-of-contact required to resolve ITS operations problems
 - Provide anomalous behavior analysis, status and reporting
 - Provide system log data, information, and console review activities in support of IT Security Reviews and investigations



Account Administration

- Account Administration support services
 - Provision accounts for systems and application access as approved through the NASA Account Management Service and/or HQ based account and service provisioning system
 - Provide password resets services
 - Manage Entrust Public Key Infrastructure (PKI) certificates and credentials
 - Disable accounts as requested by IT Security and other authoritative sources
 - Manage elevated privileges for HQ desktops, systems, and services
 - Provide and maintain up-to-date operating procedures for all support activities

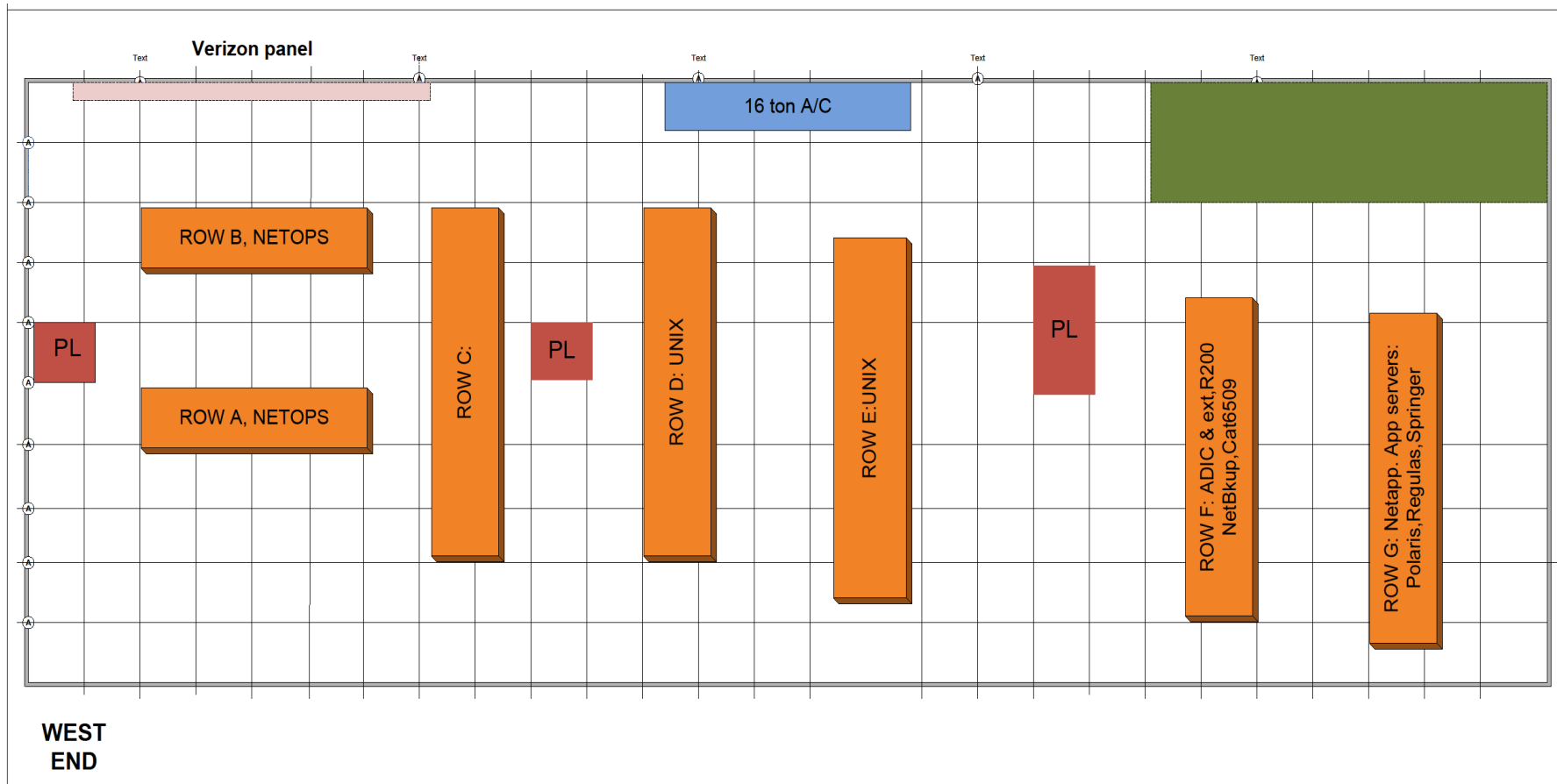


ViTS Operations

- Provide full range of support services and technical expertise for point to point and multi-point video teleconferencing at HQ
- Support includes
 - Ensure all elements of ViTs rooms are operational and available for use
 - Coordinate facility repairs and maintenance as needed
 - Provide scheduling for the ViTs rooms and coordination of conference setup with remote end points
 - Assure staffing of rooms during video teleconferences
 - Room preparation
 - System and camera operation
 - Recoding and monitoring audio and video quality
 - Problem solving
 - Log attendance and customer satisfaction surveys for each event

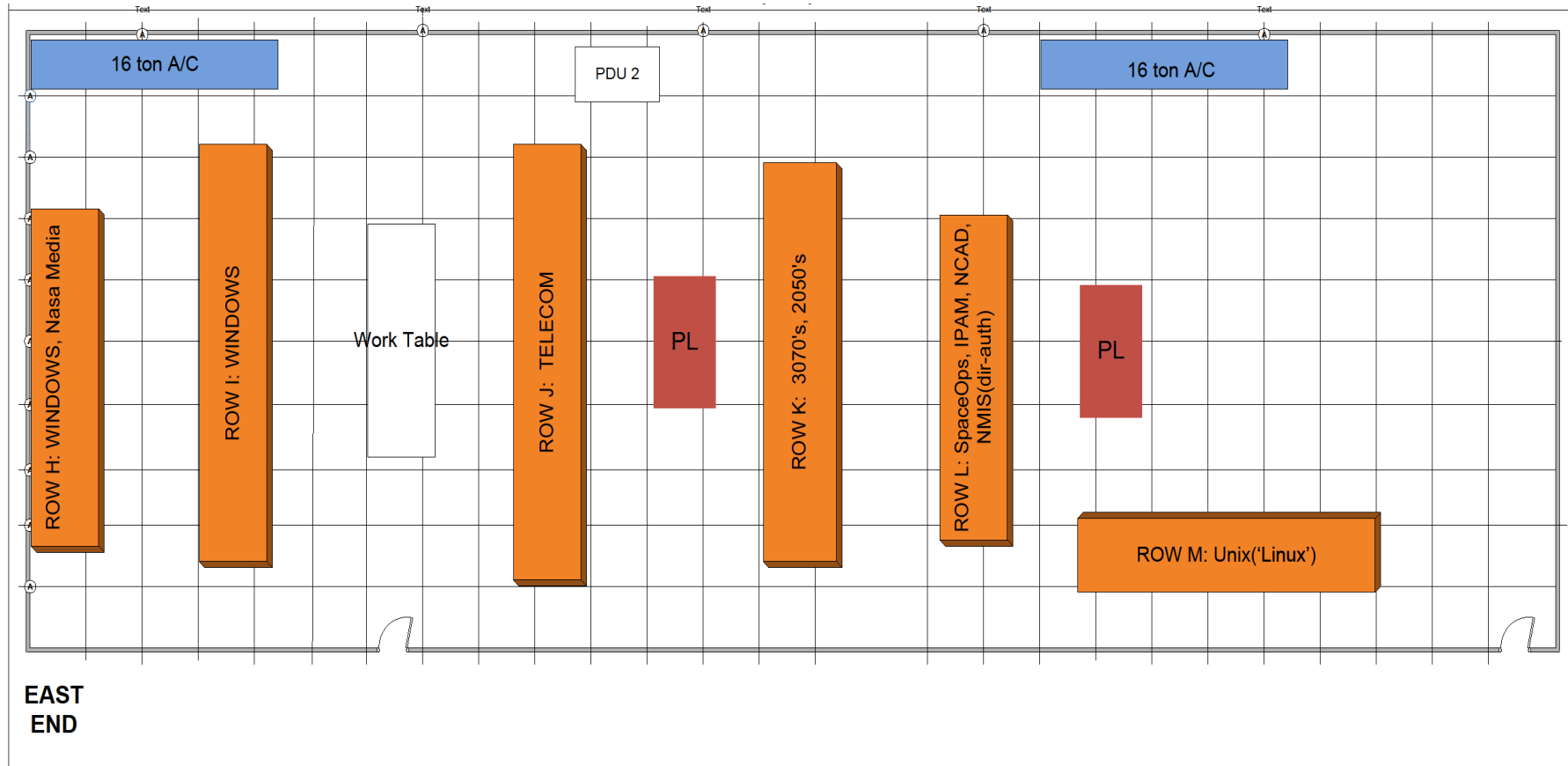


HQ Data Center Floor Plan





HQ Data Center Floor Plan





Windows and Mac Servers

OS	Version	Number of Servers
Microsoft OS		
	Server 2003, Standard Edition 5.2/SP1 Build 37904	1
	Server 2003, Standard Edition 5.2/SP2/R2 Build 3790	29
	Server 2003, Enterprise Edition 5.2/SP2 Build 3790	2
	Server 2008, Standard Edition, 5.2/SP2 32	5
	Server 2008, Standard Edition, 5.2/SP2 64	13
	Server 2008, Enterprise Edition 6.0 Build 6001 SP2 32	2
	Server 2008, Enterprise Edition 6.0 Build 6001 SP2 64	2
Macintosh OS		
	10.6.3 Snow Leopard	1
	10.4.9	3
	10.5.8	1
	HITSS Industry Day, NASA Headquarters, January 21, 2011	95
Total		59



Linux and Solaris Servers

OS	Version	Number of Servers
Linux	Red Hat Enterprise Linux Server release 5	2
	Red Hat Enterprise Linux Server release 5.1	1
	Red Hat Enterprise Linux Server release 5.2	3
	Red Hat Enterprise Linux Server release 5.3	9
	Red Hat Enterprise Linux Server release 5.4	3
	Red Hat Enterprise Linux Server release 5.5	3
Solaris	Solaris 10 10/08 s10s_u6wos_07b SPARC	11
	Solaris 10 10/08 s10s_u8wos_08a SPARC	5
	Solaris 10 10/08 s10s_u3wos_10 SPARC	13
	Solaris 10 10/08 s10s_u5wos_10 SPARC	1
	Solaris 10 10/08 s10s_u2wos_09a SPARC	4
	Solaris 9 4/03 s9s_u3wos_08 SPARC	12
Total		67



Data Center Activities

Six Month Overview (June – November 2010)

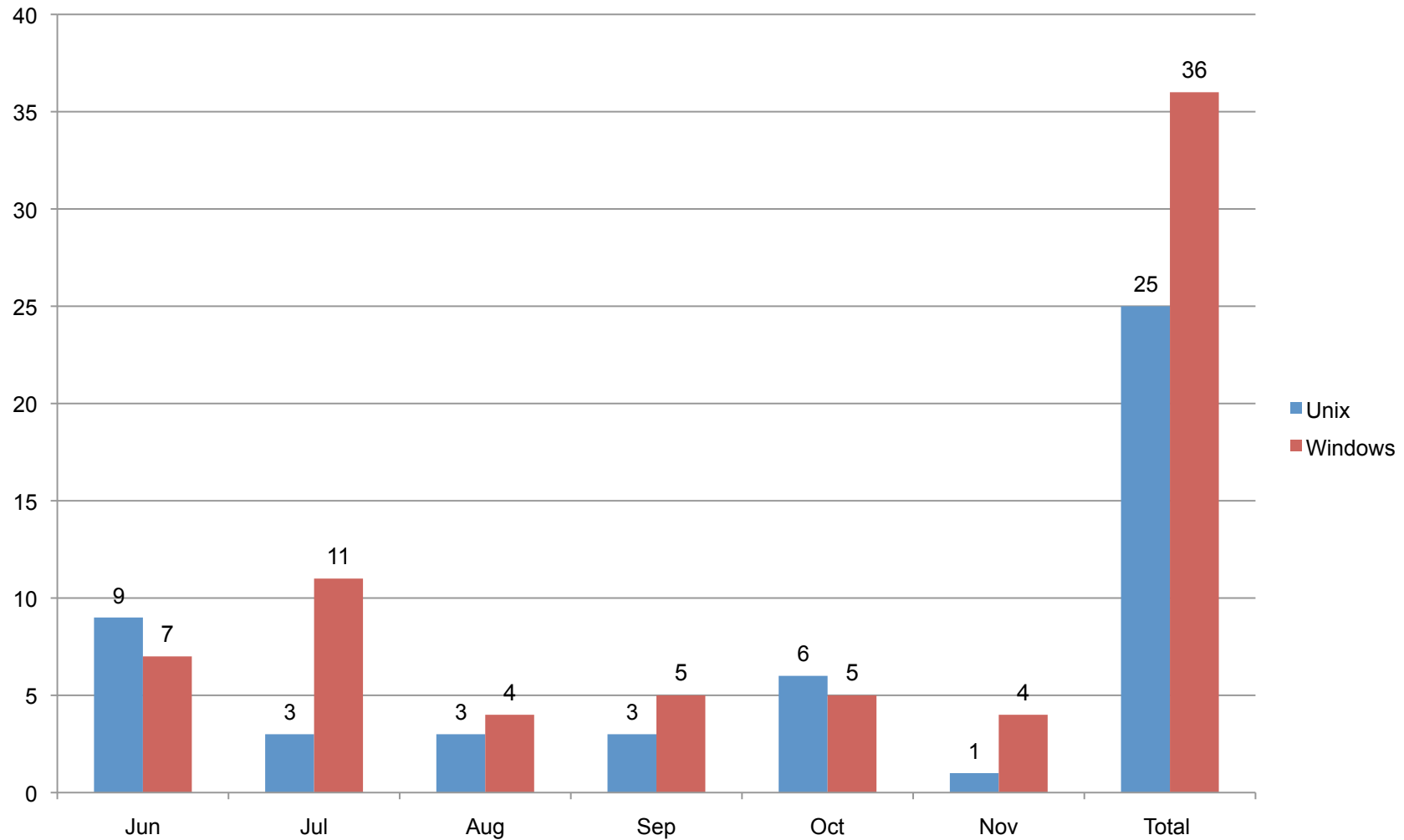
OS	Tickets	Application Deployments	Patches		Changes Requests
Unix	95	68	24,995*		25
Windows	112	0	4,918**		36

*Unix patches are across Solaris 8,9, 10 and Linux

**Windows patches also include a monthly reboot



Change Requests by Platform





Systems Engineering & Integration

Andrew Schain



Systems Engineering & Integration

- Objective: Provide cross-domain technical leadership for internal and external customers
 - Analysis, path-finding
 - New systems/capabilities
 - Virtualization, Vmware v. Xen
 - Storage Architecture, Fiber Chanel v. NFS
 - Impact on Applications/Software
 - Forecasting / studies
 - Tracks and reports on technology and standards evolution
 - Provenance, HTML-5
 - Advanced trouble-shooting / problem resolution
 - Lead tiger teams when problems are complex
 - Design, requirements, implementation, leadership



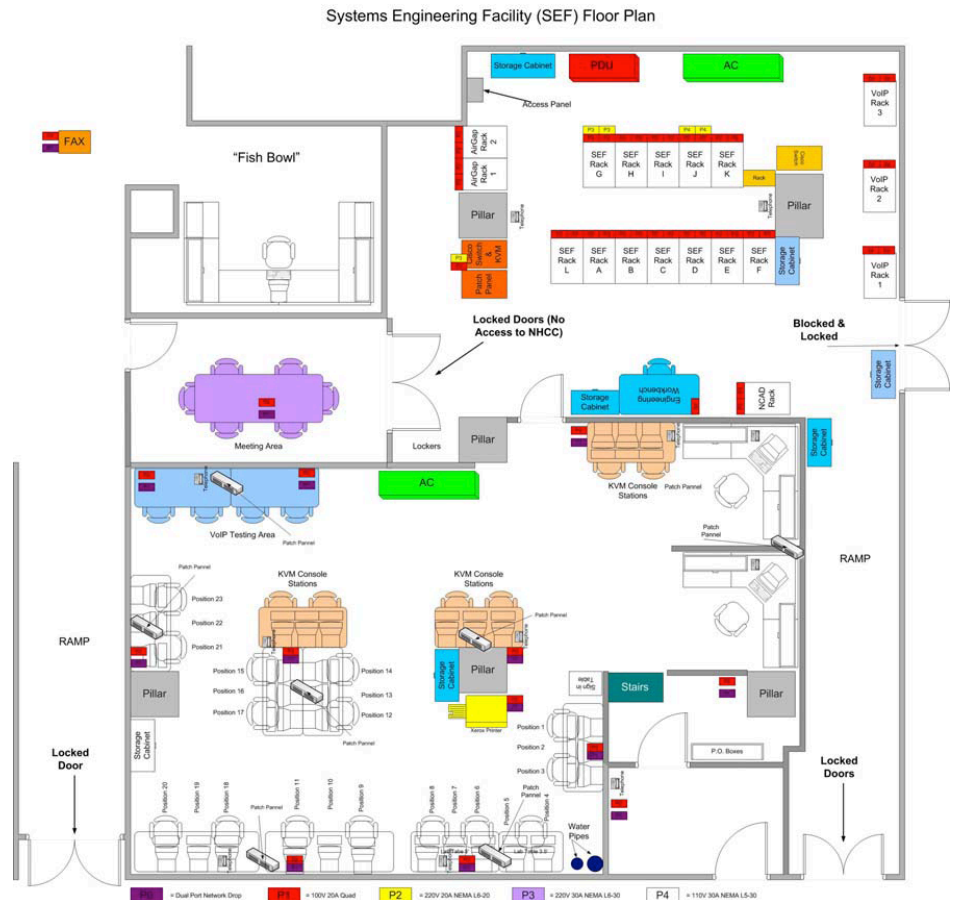
Systems Engineering & Integration

- Innovation Programs
 - Evaluate new and emerging applications & technologies
 - Assess readiness and approaches
 - Coordinating showcase items
- Working-groups – Agency/others
 - Participates and evaluates impact and implementation strategies for HQ
 - Serves as subject matter experts
- Advanced planning
 - Drives the Tactical Plan, inputs to the overall strategy



SE&I Test Lab

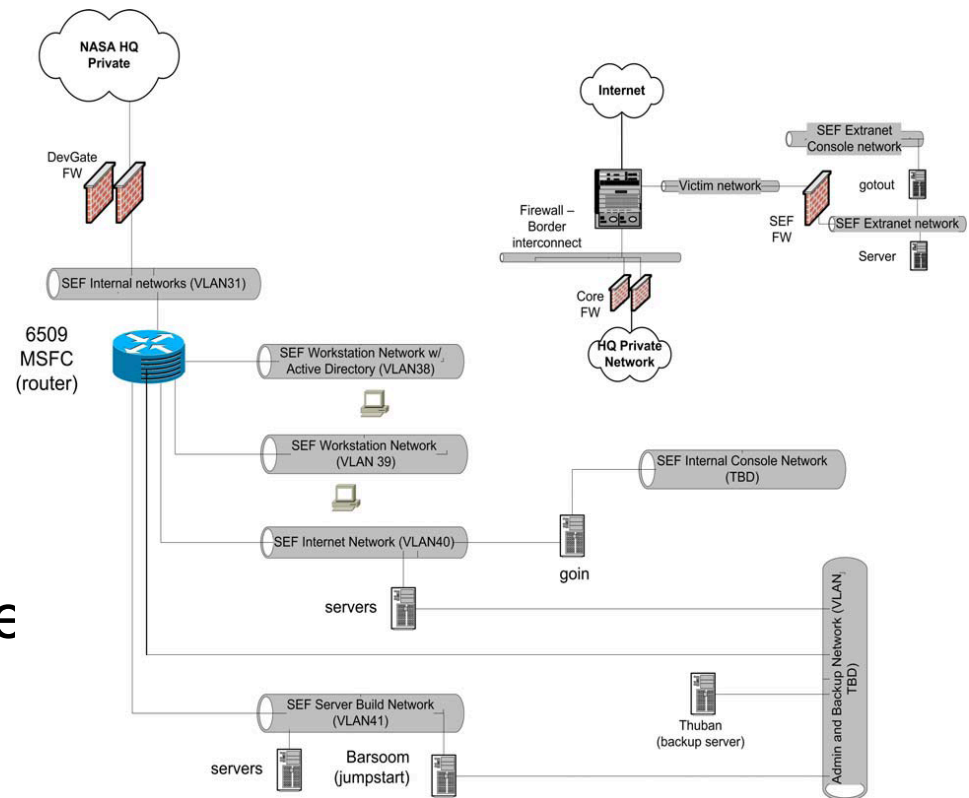
- A facility that is open to customers, contractors and vendors
 - Provides a test bed that can accurately reflect the HQ production environment or provide a target environment
 - Supports build-outs of new capabilities and hardware





SE&I Test Lab

- Pre-production testing & staging
 - Fire-walled subnet provides secure environment
 - Supports government acceptance testing
 - Used for build out of future appliances, servers and similar infrastructure





Systems Engineering & Integration

- Sample tasks for January 2011

Desktop backup upgrade	Digital Asset Management (DAM) replacement	Enhance monitoring tools	eDelivery	iPhone app innovation
Data Center modernization	Desktop in a flash	Firewall lifecycle	Network Consolidation Initiative (NCI) assessment	Exchange Store Point of Sale
Impact of SHA-2	Solaris migration analysis	VoIP handset analysis	Mobile device functionality	VPN split tunnel
Data catalog & cleanup	Simplified collaboration	eWhiteboards	Office of General Counsel Intranet	NetApp cleanup



IT Security

Dennis Groth



IT Security

- Objective: Provide security services that enable customer's requirements
 - Maintain an in-depth understanding
 - Systems and services
 - New and evolving risks, managing these risks
 - Customer awareness
- IT Security Program Components
 - Security Operations
 - Compliance and Continuous Monitoring
 - Emergency and Continuity of Operations



Security Operations

- Technology solutions and services
 - Management and operation of internal and perimeter IDS and content filtering systems
 - Management and operation of network traffic monitoring and analysis tools
 - Management and operation of the HQ security event correlation tool
- Security incident management
 - Coordination of alert data and analysis with the Agency Security Operations Center (SOC)
 - Reporting and coordination of IT Security events and incidents
 - Active monitoring and forensic analysis
 - Participation and support for investigations that require the involvement of the Office of Counterintelligence and/or Office of the Inspector General



Security Operations

- Security reviews, and evaluations
 - Formal NIST compliance review of all new systems or services developed, hosted, or housed within the HQ network environment
 - Review of all proposed changes to systems or services
 - As requested security review or evaluation of any system, service, or application
- System and service vulnerability management
 - Management and operation of system and service vulnerability scanning tools
 - Management and tracking of HQ System Patch and vulnerability mitigation process and associated schedules
 - Continuous tracking of risks and vulnerabilities until resolved



Security Operations

- Training and consultation
 - Ensure that all contract personnel complete annual ITS Training
 - Ensure that all contract personnel with elevated privileges complete annual training
 - Provide ITS training support and assistance as required for HQ
- Information collection and transfer
 - Provide direct support to the HQ FOIA Office and HQ Records Manager for the collection and transfer of electronic information
- COMSEC Program
 - Manage all aspects of HQ COMSEC accounts and systems
 - Provide direct support to HQ customers as requested



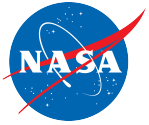
Compliance and Continuous Monitoring

- Certification and Accreditation (C&A)
 - Develop and maintain C&A documentation packages for HQ Internal Systems
 - Advise, assist, or develop C&A documentation packages for HQ External Systems as required
 - Conduct continuous monitoring for HQ Internal & External Systems
 - Certify HQ Internal low and External Systems (case-by-case basis)
- Compliance audits and assessments
 - Ensure HQ systems and IT operations are in compliance with Federal and NASA regulations
 - Conduct assessments of systems and IT operations to verify and validate compliance



Compliance and Continuous Monitoring

- Policy review and analysis
 - Conduct reviews of new and updated Federal and NASA ITS policies and procedures to assess impact on HQ IT Operations
 - Develop local implementation guidance for new and updated ITS policies and procedures
- Risk Management
 - Conduct risk assessments for HQ systems and applications
 - Recommend mitigations for identified risks
 - Develop and maintain Plans of Actions and Milestones (POAMS) for HQ Systems



Emergency and Continuity of Operations

- Contingency Planning
 - Develop and maintain Contingency Plans for HQ IT Systems
 - Develop and conduct training for HQ Contingency Teams
 - Conduct and document annual Contingency Tests
- Business Impact Analysis
 - Develop and maintain Business Impact Analysis for HQ organizations and IT Systems
- Continuity of Operations (COOP) Support
 - Develop, implement and maintain COOP documents for NASA HQ and other NASA Centers as required
 - Develop and conduct COOP exercises
 - Provide IT Support for the HQ Emergency Operations Center and HQ COOP sites



IDIQ Task Support

Joan Verbeck



IDIQ Tasks

- Objective: Provide specialized IT services for Mission Directorate and Mission Support Office customers
- Specialized delivery, service type and quantity will be identified in each individual task order
- Task orders will be either Cost Plus Incentive Fee or Cost Plus Fixed Fee
- Must be within scope of Core support (PWS)
- Most are for long-term support and co-located with the customer organization



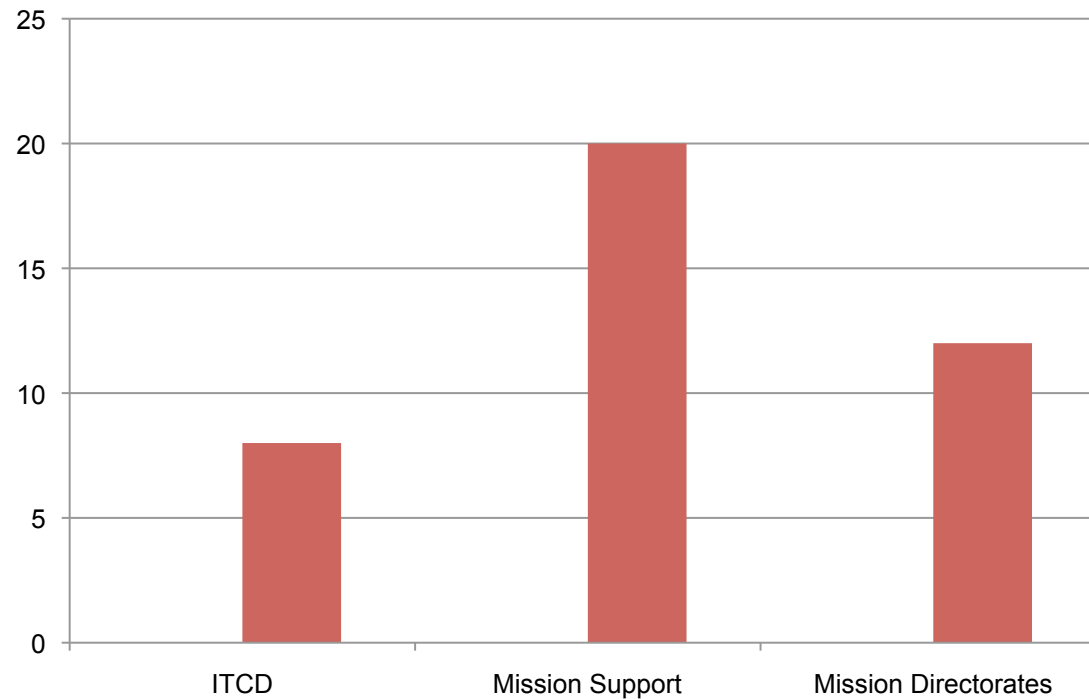
IDIQ Tasks (cont.)

- ITCD business processes and procedures followed (Service Requests, Configuration Control Board, Software Development Life Cycle)
- Expect some work currently done under Task Orders will be rolled into Core
- See <https://hitss-library.hq.nasa.gov/> for a copy of all current Task Orders



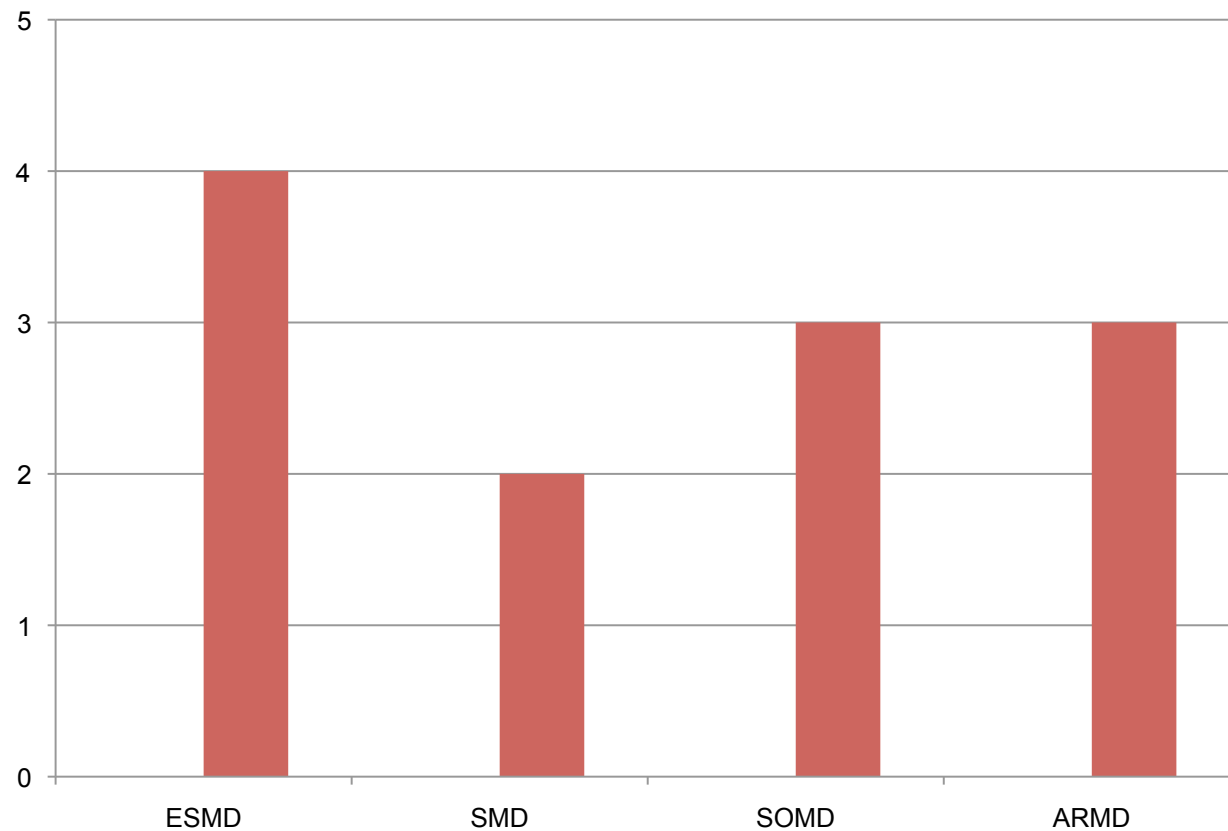
Task Orders

- Currently 40 active task orders (non-core)





Mission Directorate Task Orders





IDIQ Process

- Customer develops task statement
- COTR reviews for scope and requirements
- Contracting Officer requests a Task Plan with costs and Basis of Estimate from contractor
- Customer and COTR review Task Plan and estimate (concur / non-concur)
- If non-concurrence, repeat cycle
- If concur, Contracting Officer modifies contract



Representative Task Orders

- What is an RTO?
 - A fictitious task order that describes a piece of work that would be representative of a task
 - Government does not expect to issue a task order for the RTOs in the RFP
- Purpose of RTOs
 - Contractor demonstrate technical approach and staffing/resource estimate
 - Government evaluate



Representative Task Orders

- 3 RTOs
 - RTO 1, Establish a Library for NASA Studies
 - RTO 2, Exploration Systems Mission Directorate (ESMD) Data Access Mapping Analysis and IT Security Options
 - RTO 3, Provide Project Management and Coordination to the OCE and OCIO



RTO # 1

- Title: Establish a Library for NASA Studies
- Problem Statement
 - Analysts and leaders rely on institutional knowledge or recreate analysis activities from scratch
- Scenario
 - Former HQ Organization led several Agency studies resulting in recommendations and options
 - Some recommendations accepted and pursued, some not
 - Artifacts of studies/recommendations scattered



RTO # 1 (cont)

- Task Requirement:
 - Data collection and organization
 - Propose SDLC using the HQ Project Tailoring Checklist
 - Conduct customer reviews
 - Prepare hosting environment
 - Develop, Test, Deploy, Operate



RTO # 2

- Title: Exploration Systems Mission Directorate Data Access Mapping Analysis and IT Security Options
- Problem Statement
 - Non-standard naming conventions and different software versions of the legacy Integrated Collaboration Environment (ICE) system severely limit the utility of the ICE search engine
- Scenario
 - Several new offices being created within ESMD and will lead transformational technologies
 - Product Data Management (PDM) capabilities to be integrated and shared with new external partners
 - ESMD to deploy new instance of ICE & disable access to current



RTO # 2 (cont.)

- Task Requirement:
 - Approach for analysis of legacy ICE systems data content organization
 - Approach for assuring currency and validity of data
 - Approach and options to automate a “sanitizing” process to ensure ingestion of data safe to reuse in new system
 - Options for automating search, identification and validation services



RTO # 3

- Title: Provide Project Management & Coordination to OCE and OCIO
- Problem Statement
 - Technical and schedule risks exist along the design pipeline and system integration because NASA did not standardize on a single version of Windchill's PDM/PLM service across all Centers



RTO # 3

- Scenario
 - Chief Engineer baselined a new NASA Program Requirement to standardize Windchill
 - OCIO tasked to assist in design, build, implementation of new agency service
 - Centralized authority for documenting tasks, risks, issues & schedule
 - Migration of 11 instances of Windchill



RTO # 3 (cont)

- Task Requirement:
 - Technical consultants; planning and execution
 - Requirements capture including customer use cases to determine goals/capabilities
 - Expertise to assist in standard vocabularies, interfaces, access, performance and services that are cross cutting and require uniformity across all nodes
 - Integrated Master Schedule
 - Develop/conduct training for data migration, access, procedures and standards. Conduct Workshops



Afternoon Agenda

- Please submit all questions before you leave the Auditorium
- During the scheduled lunch break all registrants are required to turn in their HQ badge prior to leaving the building
- Place badges in the brown box at the registration desk
- Please remember the # on your badge, because the same badge will be reissued upon your return to the building
- The registrars will assist you with this process

1:30 – 2:30 Tours

3:00 – 4:00 Reconvene for Responses to Questions

4:00 Adjourn



Headquarters Tour

- Identical tour routes will be taken through the HQ facility for each of the tour groups
 - Escorted tours to depart from the Auditorium at ~5 minute intervals
- Tours are anticipated to take ~20 minutes
- Tours start and end in the West Lobby
- No questions, please
- Please ensure you bring all your personal property with you on the tour



Responses to Questions

HITSS Panel



Final Announcements

- Written responses to Draft RFP due January 28th
- Responses to questions will be posted on the HITSS website as soon as possible
- Today's presentations will also be available on the website
- HITSS Bidder's Library will be periodically refreshed with additional information
- Return your HQ badge to the registration desk before you leave
- Thank you for attending!